

# 2019 UITS User Satisfaction Survey

## General Services

1. Overall, how **important** are UITS systems and services to your work or study? [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Important				Very Important
9	1	2	3	4	5

Note: If “Not Applicable/Do Not Use” was selected, no additional questions were asked and the respondent was taken to the end of the survey.

2. Overall, how **satisfied** are you with the services and support offered by UITS (uits.iu.edu) *during the past year*? [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

3. How would you rate your computer expertise? [ALL]

Novice				Expert
1	2	3	4	5

4. Do you live in University housing? [UND, GRD]

Yes  
No

5. Please indicate which of the following devices you use regularly to access UITS services. (Select all that apply.) [ALL]

Desktop computer  
Laptop  
Tablet  
Smartphone

6. How often do problems with your primary computing device prevent you from doing your best work? [ALL]

Daily  
A few times a week  
About once a week  
A few times a month  
About once a month  
A few times a year  
About once a year  
Less than once a year  
Unsure

7. What forms of support have you **ever** used when dealing with technology problems at IU? (Select all that apply.) [ALL]

Friend or roommate  
Family member  
Colleague  
Local (school or departmental) IT professional  
UITs Support Center telephone consulting  
UITs Support Center email consulting  
UITs Support Center chat consulting  
UITs Support Center walk-in consulting  
UITs computing lab consultants  
UITs Webpage  
UITs Knowledge Base  
Other: \_\_\_\_\_  
I am always able to fix technology problems myself  
Unsure  
None of the above

8. (Question 8 was only asked of those who indicated more than one form of support in Question 7) When you experience technology problems that you are unable to resolve on your own, which of the following do you use as your **primary** form of support? [ALL] (Note: Only show response categories below that were selected in Question 7.)

Friend or roommate  
 Family member  
 Colleague  
 Local (school or departmental) IT professional  
 UITS Support Center telephone consulting  
 UITS Support Center email consulting  
 UITS Support Center chat consulting  
 UITS Support Center walk-in consulting  
 UITS computing lab consultants  
 UITS Webpage  
 UITS Knowledge Base  
 {Other response given in Question 7}

9. Please tell us more about why {support choice from Question 8} is your **primary** form of support: [ALL]
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**Email**

10. Please indicate your overall satisfaction with the email systems UITS supports by selecting the appropriate response.

Gmail at IU [UND, GRD]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied					Very Satisfied
9	1	2	3	4		5

Microsoft Exchange/Outlook/Outlook Web Application [FAC, STF, GRD]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied					Very Satisfied
9	1	2	3	4		5

## Support Services

11. UITs provides a wide range of IT resources and services for IU faculty, staff, and students. If you have used or received support from any of the following sources in the past year, please indicate your satisfaction by selecting the appropriate response. [ALL]

Telephone consulting (from your campus IT Support Center)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Walk-in consulting (at your campus IT Support Center)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Computing lab consultants

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Chat consulting (<http://ithelplive.iu.edu>)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Email consulting (from your campus IT Support Center)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Knowledge Base (<http://kb.iu.edu>)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

IUanyWare usability (the virtual system enabling access to most IU-supported software from your personal computing device.)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

IT Training (e.g., online courses and certificate series, webinars, classroom workshops)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

IUware ([iuware.iu.edu](http://iuware.iu.edu), free downloadable software at IU; e.g., Microsoft Office, Windows OS)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Cloud Storage Resources (e.g., IU Box, Google Drive at IU, Office 365)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

12. Overall, how satisfied are you with the UITS support services available at your campus?  
[ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
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9                      1                      2                      3                      4                      5

**Communication Services**

13. UITS communicates with students, faculty, staff, and external audiences through a variety of media and activities. If you have seen information from any of the following sources in the past year, please indicate your satisfaction by selecting the appropriate response. [ALL]

Electronic news (e.g. Monitor or Newsbit email newsletter, IT Alerts, IT Pro)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied					Very Satisfied
9	1	2	3	4	5	

Social media (e.g. Twitter, Facebook, podcasts, YouTube)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied					Very Satisfied
9	1	2	3	4	5	

UITS websites (itnews.iu.edu, uits.iu.edu, newtoit.iu.edu)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied					Very Satisfied
9	1	2	3	4	5	

14. Overall, how satisfied are you with UITS communications? [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied					Very Satisfied
9	1	2	3	4	5	

## Instructional and Student Computing Services

15. UITS maintains a large number of computer facilities and services designated to facilitate student learning and enhance instruction. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response. [ALL]

### Student Technology Center Resources

Hardware (computers, scanners, etc.)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Software

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Black & white and color printing services

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Plotters

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Infostations (stand-up workstations/kiosks located in various buildings on campus)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

16. Overall, how satisfied are you with UITS instructional and student computing services available on your campus? [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

### Classroom Technology Services

17. UITS provides Classroom Technology Services (e.g., permanently installed classroom equipment, classroom technology support staff) designed to facilitate the use of information technologies in the classroom. Overall, how satisfied are you with the quality of these services? [FAC]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

18. UITS provides several services for video communications and Web collaboration. If you use these services and facilities, please indicate your overall satisfaction by selecting the appropriate response.

Videoconferencing (Zoom, 23 bridge, Hangouts Meet, conference room technology) [FAC, STF]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Class recording (Kaltura Lecture Capture, iStream) [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5



Kaltura Media Management (Kaltura Mediaspace) [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

19. Overall, how satisfied are you with the physical learning space design in student study locations? [UND, GRD]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

20. Overall, how satisfied are you with the design of classroom learning spaces? [FAC, UND, GRD]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

**Digital Learning**

21. UITS provides digital learning resources and services in support of teaching and learning. If you use such resources and services, please indicate your satisfaction by selecting the appropriate response.

eTexts [FAC, UND, GRD]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Assistive Technology and Accessibility Centers (ATAC) [e.g., Assistive technology loans, alternate formats for instructional materials (braille, tactile diagrams, Kurzweil 3000, LiveScribe pens, Dragon NaturallySpeaking, TextHelp Read&Write Gold, etc.) [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Canvas (Online learning environment) [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Support for creating course materials (e.g., eDS, IU Online, Teaching and Learning Technologies) [FAC, STF]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Centers for Teaching and Learning [FAC]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Teaching.IU (Online portal for university-wide teaching resources) [FAC]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Top Hat Student Response System [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

22. Overall, how satisfied are you with UITS digital learning services and resources available on your campus? [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

**Research Technologies**

23. UITS provides facilities and services in support of research. Please indicate your **awareness** of the facilities and services by selecting the appropriate response. [FAC, STF, GRD]

Supercomputers and high performance computers (Big Red II, Karst, Carbonate)

Never heard of it/Not at all aware	Slightly Aware	Somewhat aware	Moderately aware	Very Aware
1	2	3	4	5

Interactive research computing (Research Desktop, Jetstream)

Never heard of it/Not at all aware	Slightly Aware	Somewhat aware	Moderately aware	Very Aware
1	2	3	4	5

High speed disk storage (Data Capacitor, Research File System / Geode)

Never heard of it/Not at all aware	Slightly Aware	Somewhat aware	Moderately aware	Very Aware
1	2	3	4	5

Scholarly Data Archive (formerly referred to as MDSS / HPSS)

Never heard of it/Not at all aware	Slightly Aware	Somewhat aware	Moderately aware	Very Aware
1	2	3	4	5

Research Data Services (Research Database Complex, RADaRS enclave, consulting for data workflows)

Never heard of it/Not at all aware	Slightly Aware	Somewhat aware	Moderately aware	Very Aware
1	2	3	4	5

Advanced Visualization Lab (including IQ-Walls, IQ-Tables, and Reality Labs)

Never heard of it/Not at all aware	Slightly Aware	Somewhat aware	Moderately aware	Very Aware
1	2	3	4	5

Research Analytics (formerly Stat/Math)

Never heard of it/Not at all aware	Slightly Aware	Somewhat aware	Moderately aware	Very Aware
1	2	3	4	5

Support for digital humanities, arts, and creative activities

Never heard of it/Not at all aware	Slightly Aware	Somewhat aware	Moderately aware	Very Aware
1	2	3	4	5

Support for life sciences - including the Advanced Biomedical IT Core, the Indiana CTSIhub and CTSI web pages, and National Center for Genome Analysis Support

Never heard of it/Not at all aware	Slightly Aware	Somewhat aware	Moderately aware	Very Aware
1	2	3	4	5

24. UITS provides facilities and services in support of research. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response. If you are aware of a service, but have never used it and, therefore, have no basis for rating your satisfaction, please select "Not applicable/Do not use." [FAC, STF, GRD] (Note: A service was only asked about in Question 24 if "Never heard of it/Not at all aware" had not been selected in Question 23.)

Supercomputers and high performance computers (Big Red II, Karst, Carbonate)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Interactive research computing (Research Desktop, Jetstream)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

High speed disk storage (Data Capacitor, Research File System / Geode)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Scholarly Data Archive (formerly referred to as MDSS / HPSS)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Research Data Services (Research Database Complex, RADaRS enclave, consulting for data workflows)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Advanced Visualization Lab (including IQ-Walls, IQ-Tables, and Reality Labs)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Research Analytics (formerly Stat/Math)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Support for digital humanities, arts, and creative activities

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Support for life sciences - including the Advanced Biomedical IT Core, the Indiana CTSIhub and CTSI web pages, and National Center for Genome Analysis Support

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

25. Overall, how satisfied are you with the UITS research technology services available at IU? [FAC, STF, GRD] (Note: Question 25 was only asked if there was at least one response given to Question 23 that was not “Never heard of it/Not all aware”.)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

### Enterprise Systems

26. UITS supports a number of information systems in support of administrative and academic services on campus. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response.

### Enterprise Student Systems

General SIS functionality (Admissions, Advising, Bursar, Records, Financial Aid) [FAC, STF]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Academic Advising Services (Degree Map, AdRx) [FAC, STF]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Student Self-Service (Register for Classes, My Unofficial Transcript, My Bursar Account, Make a Payment, My Financial Aid Account Summary, etc.) [UND, GRD]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

**Business and Integration Systems**

General human resources functionality and employee self-service (Employee Center, eDocs, ePTO, eDossier, Kualu Time, Activity Insight, etc.) [FAC, STF]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Kualu Financial Information Systems (KFS), including Procurement Services [FAC, STF]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

IU Libraries Catalog (IUCAT) [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5



One.iu.edu navigation/usability [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

## Cybersecurity

27. In general, how satisfied are you with the information provided by UITS about security threats that might affect your use of technology on the IU network? [FAC, STF]

<i>Unaware/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

28. To what extent do you agree with following statements? [FAC, STF]

The tools and information related to identifying and reporting phishing messages are helpful. (e.g., the "Report a Phish" plug-in for Outlook, tips at protect.iu.edu, etc.)

<i>Not Applicable/Do Not Use</i>	Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
9	1	2	3	4	5

I know where to go for help with accessing and using institutional data.

<i>Not Applicable/Do Not Use</i>	Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
9	1	2	3	4	5

I know where to go for help with IT security and/or IT policy questions.

<i>Not Applicable/Do Not Use</i>	Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
9	1	2	3	4	5

I am satisfied with the response I have received from the it-incident and other IT security and policy staff.

<i>Not Applicable/Do Not Use</i>	Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
9	1	2	3	4	5

Indiana University's information technology and data management policies are up-to-date and clear to understand.

<i>Not Applicable/Do Not Use</i>	Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
9	1	2	3	4	5

The Security Center ([securitycenter.iu.edu/](http://securitycenter.iu.edu/)) is helpful.

<i>Not Applicable/Do Not Use</i>	Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
9	1	2	3	4	5

## Web Services

29. UITS supports the use of various web services and tools. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response.

Departmental publishing on IU Web servers (Webserve for Linux, CHE for Windows) [FAC, STF]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Individual publishing on IU Web servers (Mercury, pages.iu.edu) [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Web Content Management (Cascade Server, WCMS) [FAC, STF]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

## Network Services

30. UITS provides wired and wireless network access via IU Secure. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response.

Wireless network access available on campus [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Wired network access available on campus [FAC, STF]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

31. Overall, how satisfied are you with the network services at IU? [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

### Campus Voice Services

32. UITS provides telephone services to the university. If you use such facilities and services, please indicate your overall satisfaction by selecting the appropriate response. [FAC, STF]

Unicom/Lync/Skype for Business

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

Customer Interaction Center

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

IU Fax (IU's Enterprise Fax Service)

<i>Not Applicable/Do Not Use</i>	Not at all Satisfied				Very Satisfied
9	1	2	3	4	5

## General Assessment

33. How helpful has the information technology environment on your campus been in your *teaching activities*? [FAC]

<i>Not Applicable/Do Not Use</i>	Not at all helpful				Very helpful
9	1	2	3	4	5

34. How helpful has the information technology environment on your campus been in your *research activities*? [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all helpful				Very helpful
9	1	2	3	4	5

35. How helpful has the information technology environment on your campus been in your *learning experience*? [UND, GRD]

<i>Not Applicable/Do Not Use</i>	Not at all helpful				Very helpful
9	1	2	3	4	5

36. How helpful has the information technology environment on your campus been in conducting your *administrative activities*? [ALL]

<i>Not Applicable/Do Not Use</i>	Not at all helpful				Very helpful
9	1	2	3	4	5

## Improvements and Suggestions

37. If you entered comments at the beginning of the survey (Note: Respondents were given an opportunity to provide open-ended comments and feedback at the beginning of the survey before Question 1), they are displayed below. If you would like to edit your comments, share recommendations for additional services and support resources, or add additional comments or suggestions, please enter them below. [ALL]

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38. Would you be willing to participate in a UITS focus group to help evaluate new services, proposed service improvements, and/or outstanding service needs? [ALL]

Yes

No

39. Would you like a UITS representative to contact you to discuss IT services on your campus or to address any support issues or concerns you may have? [ALL]

Yes

No

40. What is the best way for a UITS representative to reach you?

Email me at:

Call me at:

41. To better address your service issues, may we share your responses with the UITS representative who will contact you? (**Your survey responses will remain confidential and will not be associated with you or your contact information unless you grant explicit permission.**)

Yes

No